



# State fiscal year 2004 Annual Report Highlights

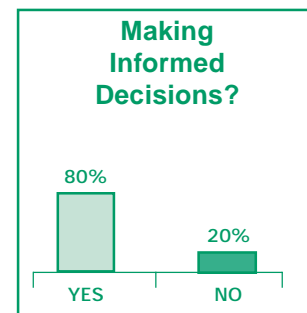
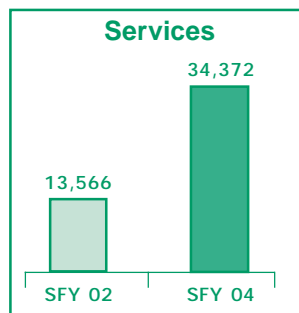
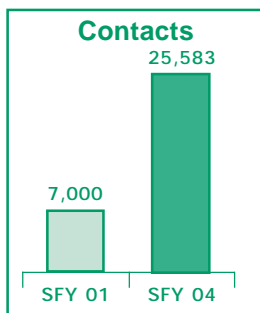
Toll Free 1-866-634-9412  
[www.servicelink.org](http://www.servicelink.org)

<p><b>What is ServiceLink?</b></p>	<p><b>ServiceLink</b></p> <ul style="list-style-type: none"> <li>● Is a statewide network of ten community-based sites and forty-seven satellite offices providing connections to resources for seniors, adults with disabilities and chronic illness, their families and caregivers.</li> <li>● Was established by the NH State Legislature in response to public comment about the difficulty many people experience accessing long-term care supports.</li> <li>● Provides NH citizens with: <ul style="list-style-type: none"> <li>– Reliable local information about services, opportunities and long-term care options.</li> <li>– Help with taking desired steps (supportive referral) and follow-up to assess outcomes.</li> <li>– Assistance with long-term care planning.</li> </ul> </li> </ul>
<p><b>Help Available for Your Constituents</b></p>	<p>ServiceLink provides a “one-call” connection to information regarding:</p> <ul style="list-style-type: none"> <li>● Prescription drugs</li> <li>● Transportation</li> <li>● Housing</li> <li>● Medicaid and Medicare</li> <li>● Home Care Options</li> <li>● Family Caregiver Support</li> </ul> <p>By referring constituents to the ServiceLink toll free number or website, they will be connected to reliable, up-to-date information.</p>
<p><b>More than just Information and Referral</b></p>	<p>In addition to calling ServiceLink for information, NH citizens can:</p> <ul style="list-style-type: none"> <li>● Visit the primary site or satellite in their area.</li> <li>● Receive a home visit from ServiceLink staff if the person is unable to leave his/her home (especially important in rural areas).</li> <li>● Participate in community education programs aimed at promoting health and independence.</li> </ul>
<p><b>Preparing for the Future</b></p>	<p>Personal responsibility and choice are the cornerstones of the ServiceLink program. In SFY 04, ServiceLink held over 400 education sessions, helping over 9,000 people make plans for their future long-term care needs.</p> <p>The increasing number of older adults, adults with disabilities and caregivers, combined with the complexity of today’s healthcare system, will increase the demand for services provided by the ServiceLink Network. For many New Hampshire citizens, ServiceLink has become the “entry point” for information, supported referrals and education for long-term supports; thus successes and challenges of this development have far reaching implications throughout the state.</p>

# ACCOMPLISHMENTS SFY 2004

Accomplishments have been made through the collective efforts of various workgroups such as the Leadership Council, Quality Council, Data Collection team, and Program Staff. The following statistics document the progress of ServiceLink since its inception in October 2000.

- Responded to over 50,000 inquiries.
- Provided public education to over 28,000 consumers.
- Conducted 1,400 public education sessions.
- Contributed 37,000 hours in volunteer time.
- Visited 4,500 consumers in their homes or a community setting who were homebound or lacked transportation.
- Enabled consumers to make informed decisions about long-term care options.



## The Challenge:

1. Most Americans do not begin to explore long-term care choices until their need is urgent.
2. There is no single, authoritative source of information on long-term care options.<sup>1</sup>

The ServiceLink Network is proving that it can meet these challenges by offering consumers a national toll free number that can be used to access reliable information about local and statewide services and supports about long-term care options. Since its inception in October 2000, ServiceLink has strived to improve communication and collaboration among long-term care service providers and statewide/community organizations, to promote a “no wrong door” approach. This facilitates access to long-term care services and fosters consumer choice so that consumers can make informed decisions about needed LTC services.

As a result of the assistance from ServiceLink of Belknap County, Pat, a consumer from Belknap County had this to say: *“I have never, ever asked for help before in my life. I was always able to find a way to do everything myself. But as I got older, I realized that everyone would need help at some time in his or her life. When I went to ServiceLink, they were right there for me. Now I have a really nice apartment. It’s very homey, and best of all I can afford it. There is nothing I can say that can express how much ServiceLink has helped me.”*

– Pat, Belknap County Consumer

*“If it wasn’t for ServiceLink’s assistance I would not have been able to afford my medications every month. Some months I had to choose which medications I could afford to buy. I no longer need to make that decision.”*

*“ServiceLink is the best.”*

– Harold, Carroll County Consumer

**Published by the Bureau of Elderly and Adult Service with the ServiceLink Network.  
For more information or questions call: 1-866-634-9412**

<sup>1</sup> Issue Brief, Timely Information from Mathematica, July 2004 Number 1